Schneider Electric

Statement of Work

UPS & PDU On-Site Warranty Extension

Maintenance Service

Service

Table of Contents

1.0 Executive Summary

2.0 Features & Benefits

3.0 Details of Service

4.0 Assumptions

5.0 Scope of Responsibility

6.0 Project Work Details

7.0 Terms & Conditions

1.0 Executive Summary

The On-Site Warranty Extension extends the standard factory warranty coverage of the UPS and/or PDU. In addition to on-site remedial repairs covered during the factory warranty period, the On-Site Warranty Extension includes one Inspection Visit during the agreement year. This service provides a seamless extension of the factory warranty by one or two years depending on the customer's preference and geographic availability. This service can only be purchased concurrently with the sale of the UPS or PDU. Please contact your certified CPCS sales representative for additional details.

1.1 On-Site Remedial Repairs

Schneider Electric Critical Power and Cooling Services (CPCS) will dispatch certified personnel to provide repairs in the event of a problem. All parts, travel and labor are included.

The standard response time is Next Business Day with upgrades to 8-Hour and 4-Hour response available for purchase. (Not available in all locations. Please consult with your local CPCS representative for coverage in your area). The 8-Hour and 4-Hour upgrade options are available on a 7x24 basis, including weekends and holidays

1.2 Inspection Visit

Included with the Onsite Warranty Extension, the Inspection Visit provides an external equipment inspection in addition to system status and measurement reporting. The Inspection Visit is available during normal business hours. A 7 X 24 scheduling upgrade is available, including weekends and holidays.

2.0 Features & Benefits

Features	Benefits
Includes Labor, Travel and Parts	Fixed cost – provides service budgeting stability.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Inspection Visit	Inspection Visit assures system will perform to manufacturer specifications.
On-Site Remedial Repair	Assures the system will be diagnosed quickly and repaired to the manufacturer's specifications by highly trained CPCS certified personnel

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Features	Benefits
Environmental inspection	Verify the system's surroundings to optimize the lifetime of the solution.
Site Report	Provides an assessment of the system and recommendations to guarantee optimum system availability and functionality.

3.0 Details of Service

3.1 ON-SITE REMEDIAL REPAIRS DELIVERABLES

The On-Site Warranty Extension provides CPCS certified technicians at the customer's location within a specified period of time to diagnose, repair, and test the system in the unlikely event of failure. The following table lists the details of the service tasks provided with this visit.

Diagnose, Repair and Test	
Activities	Description
Check UPS Status	CPCS will document the status of the UPS upon arrival to the site (i.e. On-Line, On-Battery, Bypass, etc.)
Check UPS Alarms	CPCS will view event logs and display for alarms / information on the UPS.
Diagnose	CPCS will troubleshoot reported issue as required.
Repair	CPCS will replace any defective parts and repair the system as required.
Test	CPCS will complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	CPCS will describe the defect/failure and explain the corrective action taken. A detailed report will be provided.

3.2 INSPECTION VISIT DELIVERABLES

The Inspection Visit provides CPCS certified service personnel at the customer's location on a pre-determined scheduled date. The following table lists the details of the service tasks provided with this visit.

Activities	Descriptions
Perform Visual Inspection	CPCS will inspect UPS solution to ensure that all system components are clean and functioning as they should be.
Perform Environmental Inspection	CPCS will verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
Deliver Documentation	CPCS will deliver site report to customer documenting system checks and measurements. CPCS will make recommendations regarding equipment repairs or enhancements if required.

4.0 Assumptions

The successful performance of the tasks defined in this Statement of Work is based on the following key assumptions, which are agreed to by CPCS.

- All services performed on-site by CPCS will be executed during the CPCS business hours unless otherwise contracted by the customer.
- The Onsite Warranty Extension Service is available for 1 to 2 years based on customer's preference and geographic availability. Please contact your certified CPCS sales representative for additional details.
- Inspection Visits are available during business hours. A 7 X 24 scheduling upgrade is also available for purchase. Please contact your certified CPCS sales representative for additional details.
- All services are performed on-site by certified CPCS service personnel.
- This service is only available for purchase at the time of the initial purchase of the UPS or PDU.
- The UPS & PDU must be kept in an environment that adheres to manufacturer specifications.
- The Onsite Warranty Extension service is non-renewable.
- This service applies to a customer location with standard site and product access.

The following items **are not included** in the scope of this service:

- Support for third party equipment
- Replacement of batteries
- Proactive replacement of wearing parts

5.0 Scope of Responsibility

The items stated here are responsibilities of both CPCS and the customer.

5.1 CPCS Responsibilities

- Meet the customer's service schedule date.
- Perform all of the Maintenance service tasks.
- Submit site documentation to the customer.
- Inform and provide recommendations to the customer about any action items not included in the SOW (statement of work).

5.2 Customer Responsibilities

- Provide dates and times when the scheduled work can be performed.
- Facilitate site access for CPCS service personnel.
- Notify CPCS personnel of any security clearance requirements in advance of arrival.
- Notify CPCS personnel of any safety training and safety equipment requirements.
- Provide an on-site point of contact.
- Sign the completed Maintenance forms.

6.0 Project Work Details

The information stated here are the details of the project performed by CPCS for the customer with specifications on date, time, and place.

6.1 SCHEDULE

Actual set dates will be discussed and approved between CPCS and the customer.

6.2 LOCATION

The location of this project will be on-site. It will be discussed and approved by CPCS and the customer.

6.3 COMPLETION CRITERIA

CPCS is expected to have finished its written duties when any of the following occurs:

1. CPCS completes all the tasks described in Section 3.1 or 3.2 of this SOW.
2. This project and SOW are terminated for other reasons, within the CPCS Customer Agreement.

7.0 Terms and Conditions

APC by Schneider Electric Standard Terms and Conditions apply.

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